

Action Pact

<http://www.culturechangenow.com>

August 2012

Could You Live Like a Resident?

"It makes you more compassionate," she said, "I came back with a whole different mind frame."

Page 1

A Nice Warm Bath

While residents are in the tub, they now look upon a scene of French doors, open to a balcony draped in plants and the French Quarter below.

Page 2

Follow Action Pact on Twitter and Pinterest

We're now on Twitter and Pinterest!



Page 2

Could You Live Like a Resident?

(<http://lssliving.org/communities/laclede-groves/>)

Consider for a moment: Could you spend six days living as a resident in your nursing home? What would it feel like to leave your home and be dependent on others for all your daily activities? CNA Nellie Williams of Laclede Groves, Webster Groves, MO was wondering just that when she signed up for the contest the organization was holding to see how long staff members could last living as those they cared for.

One contestant dropped out right away, one lasted 24 hours, but Nellie and Sharon Jackson, also a CNA, lasted six days until the contest was finally called because they needed them to work. The contest was developed by Laclede Groves Household Coordinator team as a way to recharge a culture change journey that had become stagnant, Administrator Julie Collins said. Participants were required to be wheelchair bound, rely on using a call light and staff for everything, and live in a room with another person. As incentive and appreciation for their efforts, whoever lasted the longest, in this case both of them, was given a gift card.

Nellie, who has been a CNA at Laclede Groves for nine years, found it hard to be so dependant. "The nurses and CNAs were the only people you had," she said, "It gave me a better understanding about (responding to) the call light. When you have to go, you have to go and (to wait) a minute can seem like an hour when you have to go to the bathroom." Being in the wheelchair all the time made her legs hurt and when the contest was over and she got up, she had a hard time walking; a good reminder of how quickly elders can lose the ability to walk when they don't have the chance and are simply taken around in their wheelchairs.

The experience gave Nellie some revelations about staffing. She saw how helpful it would be if everyone on the floor helped out at meal times to get the residents their food more quickly. She found it hard to wait for her meal tray while others were being served and she was hungry. Nellie saw the difference consistently assigned care companions could make. "You learn to trust each other," she said. "If the aide knows they won't see you for a couple of weeks, they may not try to please you as much." The relationships between residents and their care companions help them get to know each other better, and help the staff better serve the elders, she noted. Overall, Nellie found it to be a good experience. "It makes you more compassionate," she said, "I came back with a whole different mind frame."

Sharon, who has been a CNA for 27 years, found the experience brought her back to why she wanted to be a CNA in the first place. "I wanted to comfort and help, especially those who didn't have family, or didn't see their family a lot. I wanted to be there for the dying so they wouldn't have to die alone."

It is no surprise then that while she found the bed and wheelchair uncomfortable and had problems with getting around on the carpeting, Sharon said the hardest part of her stay was leaving her loved ones, her home and her possessions. She felt for herself how residents can often be uncomfortable, fearful and feel helpless. And while her initial interest in the contest was the prize, in the end she said, "It was more of a spiritual experience for me. (God) showed me myself. He made me want to be a better person. To be more understanding, compassionate and respectful of residents and other staff."

"Everybody should experience this because you don't know what it's like to be a resident until you truly see through their eyes," Sharon said.

The organization plans to make the opportunity to "Live Like a Resident" available quarterly. Sharon and Nellie are working to create a sensitivity training and video for every new employee based on their experience.



Changing Communities. Changing Lives.

Upcoming Workshops

Food for Thought

September 26, 2012

Sponsor: Sunset Retirement Community, Toledo, OH

Sunset House
4020 Indian Rd.
Toledo, OH

Creating the Climate for Vibrant Living

October 17, 2012

Sponsor: Sunset Retirement Community, Toledo, OH

Sunset House
4020 Indian Road
Toledo, OH

Household Leadership

Tuesday Oct 16, 2012 8:30 am
until **Thursday Oct 18, 2012 at 3:00 p.m.**
Pennybyrn at Maryfield
109 Penny Road
High Point, NC 27260-2500

To register or to learn more about any of these workshops:

[*Click here*](#)

or email:
marsha.poulsen@actionpact.com

A Nice Warm Bath

<http://www.stmargaretsno.org/>

The Steering Team at St. Margaret's in New Orleans, LA didn't want to wait for their new building to make their environment more comfortable for the residents. After holding learning circles about what they could do in the current building that wouldn't be cost prohibitive but would make residents feel more at home, they decided the bathroom would be a great place to start because it is used every day and by everybody.

The Steering Team set up two Action Teams, one for each floor, to get input from residents about what they would like in their bathing rooms. (Each floor has two, one with a whirlpool and shower and one with just a shower.) Each team went about getting resident input in its own way. One team asked four residents to be on the Action Team while the other team surveyed all the residents on the floor about their preferences.

Each floor decided on a theme for their bathroom; one a New Orleans/French Quarter theme and the other went for a beach design. Staff brought in paint swatches to help residents decide on paint colors and got their input on towels, shower curtains and décor. Charlie Vaugn, St Margaret's maintenance man, also an artist, painted murals in each of the whirlpool rooms. While residents are in the tub, they now look upon a scene of French doors, open to a balcony draped in plants and the French Quarter below. The residents on the other floor have a beach scene to help them relax.

The residents were very excited about the changes. It created quite a buzz and they were always anxious for the next bit of the decor to be added. On a roll with the bathrooms, the CNAs decided to do away with the bathing schedule and asked each resident when he or she would like her bath or shower. They also decided that everyone would give baths instead of having one CNA as a bathing aide. The video "Bathing Without a Battle" helped them with new techniques, allowing residents who once fought bathing to be more relaxed. Even family members have noticed and appreciated the changes.

St Margaret's proves once again, when you get lots of folks involved you can make a big impact with small changes and budget.

CMS Looking for Success Stories

CMS is looking for examples of "success stories" in nursing homes who have demonstrated reductions or eliminations of antipsychotics. If you know of an example, please forward the name, location (city and State), phone, email, etc. and point of contact to Michele Laughman at michele.laughman@cms.hhs.gov

Conversations with Carmen

Friday, September 21, 2012

TOPIC: Legal Implications of Honoring Choice

Guest: Marshall B. Kapp, JD, MPH, Center for Innovative Collaboration in Medicine and Law, Florida State University

This final show in the New Dining Practice Standards series will raise the long-standing question, "Won't we get sued?" Attorney Marshall Kapp will discuss legal implications of not honoring a person's choices as well as honoring them when in opposition to recommended medical advice. Together with hostess Carmen Bowman, facilitator of the standards task force, he will review the pertinent regulations supporting resident choice such as Tags 151 'same rights as any US citizen,' 155 'right to refuse medical treatment' and 242 'choices.'

*The hour-long Conversations with Carmen webcast is an educational talk show where you can join in the conversation by asking questions of Carmen and her guests. Webcasts are held the **third Friday of every month at noon Mountain time (11am Pacific, 1 pm Central, 2pm Eastern)**. Certificates of participation will be available to participants as well as handouts for each show. A closing feature called "Words to Consider" - takes a look at undignified language and dignified replacements to consider.*

The \$99 fee is per site, so get as many folks as you can together and be ready to be inspired and informed! For more info: [click here](#) or call our office: **414-258-3649**.

We're looking for...

Chaplains for Culture Change

Do you know one? Will you forward this message?

Action Pact has formed a new **LinkedIn** group just for chaplains who are passionate about Culture Change *and* want a forum for discussion about injecting **spirituality** into the Culture Change movement. 47 individuals signed up within the first week!

If you don't already have a LinkedIn account, you'll need to sign up at LinkedIn.com, but that's easy -- and free. Just follow the instructions as they appear. Once your account is set up (with as much or little information as you choose to add), you can join the chaplains group by clicking on the link above. What a wonderful way to connect with like-minded colleagues and share ideas, success stories, frustrations and encouragement!

[Sign up here!](#)

Follow Action Pact!

Twitter: www.twitter.com/actionpactllc
and Pinterest: <http://pinterest.com/actionpact/>

©2012 Action Pact. Permission to reprint this newsletter *in its entirety only* for use within individual long-term care communities. All other uses - inclusion in publications - or as part of materials made or distributed for commercial advantage requires written permission from Action Pact 414-258-3649. **Stories and articles may not be excerpted. Any violation is a violation of copyright. Visit www.culturechangenow.com** for more additional helpful tools for your organization.

©2012 Action Pact